

## **I. IDENTIFYING INFORMATION**

Position Number: 119529

Department: Commerce and Consumer Affairs

Division: Financial Institutions

Branch Licensing & Regulatory Analysis Branch

Geographic Location: Oahu

## **II. INTRODUCTION**

The function of this organizational unit is to charter/license, supervise, and examine State chartered and licensed financial institutions such as banks, savings banks, trust companies, financial service loan companies and credit unions, and to license escrow depository companies, money transmitters, mortgage servicers, and mortgage loan originators.

This position is located in the Licensing and Regulatory Analysis Branch, Division of Financial Institutions.

As assigned, the incumbent is engaged primarily in managing the Statewide program to license mortgage loan originators and mortgage loan originator companies and branches, which includes, but is not limited to, (1) performing the full range of supervisory activities for subordinate staff involved in the processing of applications, (2) analyzing and reviewing license applications for compliance with appropriate federal and State statutes and rules, (3) analyzing internal operating procedures and identifying areas for improved service to clients and internal efficiencies, and (4) performing related work as required.

## **III. MAJOR DUTIES & RESPONSIBILITIES**

### **A. SUPERVISORY ACTIVITIES**

50%

Independently directs Statewide program to license mortgage loan originators and mortgage loan originator companies and branches. Performs the full range of supervisory activities for subordinate staff involved in the processing of applications.

1. Establishes program to reflect Division priorities, goals, and objectives.
2. Plans and organizes work schedules for subordinate staff.
3. Assigns work to subordinate staff and reviews and evaluates work product. Initiates action to correct deficiencies; and makes recommendations to improve performance.
4. Identifies training needs and conducts on-the-job training as necessary.
5. Implements appropriate employee selection and staffing changes to achieve program and Division objectives.

### **B. WORK UNIT MANAGEMENT & ADMINISTRATIVE ACTIVITIES**

30%

Independently directs Statewide program to license mortgage loan originators and mortgage loan originator companies and branches. Analyzes and reviews license applications for compliance with appropriate federal and State statutes and rules.

1. Approves or disapproves license applications after completing appropriate evaluation procedures.
2. Responds verbally and/or in writing to inquiries from potential licensees concerning license applications and application procedures.
3. Responds verbally and/or in writing to inquiries and problems concerning applications in process and/or issued licenses.
4. Responds verbally and/or in writing to consumer inquiries and/or complaints related to all aspects of the Statewide program to license mortgage loan originators and mortgage loan originator companies and branches.
5. Determines and directs remedial/corrective action for violations of program regulations, policies, and standards for current licensees. Serves as primary program point of contact in ensuring that remedial/corrective action is implemented and effective and that necessary follow-up is completed.
6. Directs verification and review of license applications for technical completeness including fee, supporting documentation, and financial information.
7. Develops, controls, and directs reporting system of application program and issues status reports.

C. TECHNICAL RESPONSIBILITIES

Independently directs Statewide program to license mortgage loan originators and mortgage loan originator companies and branches. Analyzes internal operating procedures and identifies areas for improved service to clients and internal efficiencies.

15%

1. Reviews and makes recommendations for the revision and updating of license applications to conform to current law and to provide quality service in an efficient manner.
2. Makes recommendations and implements changes in policies, procedures, and office protocol.
3. Prepares appropriate documents, approvals, or other letters for Branch Manager's or Commissioner's signature.
4. Performs public contact work in gathering information, resolving industry complaints, providing information, and assisting technical staff in providing information to licensees and potential licensees.
5. Participates in and conducts meetings with industry representatives concerning processes and procedures related to application processing requirements.

6. Develops, directs, and controls the maintenance of operation and procedures manuals.
7. Assists Branch Manager in research or special studies for varied subject matter when necessary.
8. Coordinates and makes recommendations regarding developments, conversion, implementation, and modification of the programs associated with the licensing functions, as well as with other bureaus or divisions within the department.

D. Performs other duties as assigned.

5%

<b>Supervises Position(s) No.</b>	<b>Title</b>
<i>Position No.</i> 119530	Financial Institution Examiner III
119531	Financial Institution Examiner II
119532	Financial Institution Examiner II
119533	Financial Institution Examiner II

#### **IV. CONTROLS EXERCISED OVER THE WORK**

##### **A. Supervisor**

*Position No.* 115      *Class Title:* Examination Manager, Licensing & Regulatory Analysis Branch

##### **B. Nature of Supervisory Control Exercised Over the Work.**

When supervising or directing the review and analysis of applications and related tasks, the incumbent works under the general direction of the Financial Institution Examination Manager, Position No. 115. When otherwise assigned, however, the incumbent receives supervision, instructions and assignments from the Commissioner of Financial Institutions or the Deputy Commissioner of Financial Institutions.

##### **C. Nature of Available Guidelines Controlling the Work.**

###### **1. Policy and Procedural Guides Available**

Hawaii Revised Statutes relative to mortgage loan originators;

Hawaii Administrative Rules and Administrative Policies;

Applicable Federal Laws, Rules, Regulations, Manuals and Handbooks

Nationwide Mortgage Licensing System Procedures

Internal procedures for:

- (i) Licensing and Regulatory Analysis Examiners, and
- (ii) Field Examination Examiners

###### **2. Use of Guidelines**

Procedural guides cover almost all situations, but position holder is expected to be able to exercise independent judgment in assessing special situations. Position holder is

expected to be familiar with, knowledgeable about, and able to apply all of the policy and procedural guides covering laws, rules, regulations, policies, and procedures.

## **V. REQUIRED LICENSES, CERTIFICATES, ETC.**

None

## **VI. RECOMMENDED QUALIFICATIONS**

- A. Knowledge:** Knowledge of good supervisory principles and practices, applicable federal and state statutes and rules governing the Nationwide Mortgage Licensing System and related support programs (e.g. background checks, proficiency testing, etc.) and the administrative and operating processes and procedures followed by the State of Hawaii Division of Financial Institutions.
- B. Skills/Abilities:** Ability to effectively plan, organize and coordinate State of Hawaii input to a national program which collects data from residential mortgage loan originator company and individual applications in accordance with applicable federal and state statutes and rules, and then manage the evaluation of all necessary collected data and the subsequent decision making process. Manage the licensing decision advisory process along with its attendant complaints and appeals.
- C. Education:** Graduation from an accredited college or university. Excess specialized or administrative work experience as described below may be substituted for the education requirement on a year – for-year basis.
- D. Experience:**
- General Experience
- Two (2) years of professional accounting or auditing experience.
- Specialized Experience
- Two (2) years of professional experience which provided the applicant with knowledge of the business operations of a financial institution, including the processing of residential mortgage loans, but not limited to origination, applications, brokering, underwriting, approving, documenting, funding, closing, selling, servicing, modifying and collecting. Working knowledge of RESPA (Reg X) and TILA (Reg Z).
- Financial Institution Examining Experience
- Two (2) years of financial institution examining experience which required the knowledge and application of generally accepted professional accounting and auditing principles, theory and practices, and the knowledge of the applicable laws and rules applicable to financial institutions for the purpose of examining financial institutions or analyzing and evaluating administrative applications from financial institutions.

### Supervisory Experience

Supervisory aptitude, rather than actual supervisory experience may be accepted. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involved some supervisory responsibilities or aspects.

### Substitution for General Experience

Excess specialized experience may be substituted for the General Experience Requirement on a year-to-year basis.

### Substitution for Education Requirement

Professional experience that required the review, analysis and interpretation of financial statements or the knowledge of the business operations or financial statements or the knowledge of the business operations or financial transactions of a financial institution or mortgage loan originator company may be substituted on a year-to-year basis up to a maximum of four (4) years.

## **VII. TOOLS, EQUIPMENT & MACHINES**

Nationwide Mortgage Licensing System related programs, various office equipment, such as computer, printer, typewriter, calculator, xerox, telecopier.